

Report subject	<b>2020/21 Mid-Year Corporate Performance Report</b>
Meeting date	13 January 2021
Status	Public Report
Executive summary	<p>This report provides an overview of performance against the priorities set out in the Corporate Strategy delivery plans for the first six months of 2020/21.</p> <p>The report introduces interactive performance dashboards which are informed by a range of performance measures being collected and reported across the council.</p> <p>Year one of BCP council was used to collect baseline performance data which has been used to set performance targets and intervention levels.</p> <p>Current performance, where it is available, is reported against these and informs the RAG ratings for each of the measures.</p> <p>The report identifies some key improvements and some performance issues.</p> <p>These are addressed in more detail in exception reports, attached as Appendix B to the report.</p>
Recommendations	<p><b>It is RECOMMENDED that Cabinet:</b></p> <ul style="list-style-type: none"> <li><b>(i) Note mid year performance</b></li> <li><b>(ii) Consider exception reports relating to areas of current adverse performance</b></li> <li><b>(iii) Advise of any amendments, deletions of additions to the performance indicator set that informs corporate performance</b></li> </ul>
Reason for recommendations	An understanding of performance against target, goals and objectives will help the Council understand and manage service delivery and identify emerging business risks.

Portfolio Holder(s):	Leader of the Council
Corporate Director	Julian Osgathorpe
Report Authors	Bridget West – Head of Insight, Policy & Performance
Wards	All
Classification	For recommendation

## Background

1. The BCP Council Corporate Strategy which was adopted by Council at its meeting on 5<sup>th</sup> November 2019, is the key component of the Council's performance management framework.
2. This is the basis for prioritisation and the allocation of resources and the beginning of a golden thread which links service, team and personal performance to BCP Council's agreed priorities and objectives.
3. The performance management framework was approved by the Council's Cabinet at its meeting on 9<sup>th</sup> September 2020. This explains the council's planning and performance reporting processes.
4. It sets out a quarterly performance review cycle for monitoring progress with delivering the council's priorities.
5. Performance was not reported at quarter one as the organisation was still responding to Covid. The impact of this response is reflected against some of the measures that make up this report.
6. Key measures of success originated in the delivery plans, to inform quarterly performance reports to Cabinet.
7. The process of identifying underlying systems of measurement, collecting baseline data, setting targets and intervention levels against these measures found that not all of them lent themselves to quarterly reporting.
8. Through a process of engagement with Service Units, some of the measures have been replaced.
9. The current set of measures being used to report mid-year performance are presented in [interactive performance dashboards](#) for each of the priorities in the corporate strategy.
10. The performance dashboards along with a brief headline performance summary based on progress with performance measures, is presented in Appendix A.
11. These dashboards are hyperlinked to the live interactive tool where more detail behind each performance measure is displayed.
12. Exception reports have been prepared for all the performance measures that are RAG rated as red.

13. The exception reports presented in Appendix B explain the reasons for the level of performance, the associated risks and equality implications and the mitigating actions.
14. The performance measures used are not a finite set of measures. They can and should be reviewed and enhanced to ensure they continue to reflect council priorities and emerging risks and issues.
15. Through this report, Members are asked to consider what additional performance information they would like to see to included in the performance dashboards.
16. Going forward, the ambition is to fully automate performance reporting processes and to replace written performance reports with the interactive dashboards.
17. This will help to reduce the time between the end of a quarter and the actual reporting. Work is underway to understand performance measurement systems and to write the workflows that will facilitate this.

#### **Summary of financial implications**

18. Financial implications are explained in exception reports.

#### **Summary of legal implications**

19. Legal implications are explained in exception reports.

#### **Summary of human resources implications**

20. Human resources implications are explained in exception reports.

#### **Summary of sustainability implications**

21. Sustainability impacts are explained in exception reports.

#### **Summary of public health implications**

22. Public health implications are explained in exception reports.

#### **Summary of equality implications**

23. Equality implications are explained in exception reports.

#### **Summary of risk assessment**

24. The risks and mitigating actions are explained in the commentary provided in the exception performance reports at appendix B.
25. Background papers

[BCP Council Corporate Strategy & Delivery Plans](#)

BCP Council Performance Management Framework

#### **Appendices**

Appendix 1 – Summary of Performance

Appendix 2 – Performance Exception Reports